



## **Free High Speed Wireless Internet Access**



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**[www.snowpinevillage.com](http://www.snowpinevillage.com)**



## Terms and Conditions of Use

SnowPine Village, its Homeowners Associations, members, agents and contractors assume no responsibility for those who use its wireless network. Participants use the network **AT THEIR OWN RISK**.

Since the WiFi network at SnowPine Village is unsecured, it would be prudent for users to utilize all available methods to insure their safe use of the network including, but not limited to, personal firewall protection, anti-virus and other available software.

Specific activities that are **STRICTLY PROHIBITED** include:

- Any unauthorized or deliberate action which damages or disrupts a computing system or network, alters its normal performance, or causes it to malfunction regardless of location or duration.
- The willful or negligent introduction of computer viruses or other destructive programs into the SnowPine network or into external systems and networks.
- Decryption or attempt to decrypt user passwords or any encrypted file.
- Packet sniffing, packet spoofing or use of any other means to gain unauthorized access to a computing system or network.
- The use, transmission, duplications or voluntary receipt of material that infringes on the copyrights, trademarks, trade secrets or patent rights of any person or organization.
- The creation, posting, transmission or voluntary receipt of any unlawful, offensive, libelous, threatening, abusive, profane, or harassing material, including but not limited to comments based on race, national origin, sex, sexual preference, age, disability, religion, physical attributes, health condition or political beliefs.
- Any activity that violates the terms of the network or Internet service provider.
- Any conduct that would constitute or encourage a criminal offense or give rise to civil liability, or otherwise violate any local, state, national or international law, including without limitation US export control laws and regulations.

## Snowpine Village Wireless Internet

### Welcome to Snowpine Village WiFi

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**Overview**     **Snowpine Village** provides high-speed wireless internet service throughout the property. This service is provided by Time Warner Cable, and their wireless partner, Epproach Communications.

**Snowpine Village WiFi is a service for residents and guests only.  
All other use is strictly prohibited.**

**Support**     If you have questions or encounter problems with the wireless network, please contact the Epproach Communications help desk at **(877) 364-5907** or by email at **support@epproach.net**.

You can also submit help desk tickets and find answers to frequently asked questions at **www.epproach.net/twcsupport**.

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### Common Connection Instructions

**SSID**     The wireless network is named ***Snowpine Village WiFi***

If you are familiar with connecting to wireless networks, simply connect to **Snowpine Village WiFi**, open your browser and continue to the Internet.

If you need assistance connecting to the **Snowpine Village WiFi** network, please refer to the connection instructions on the following pages.

**Access**     **Snowpine Village WiFi** is an open wireless network, with no encryption. The network will appear as “unsecured” on many systems due to the lack of an encryption code. Despite this label, Snowpine Village WiFi is secured with a native feature called network segmentation. This feature isolates each individual device on the network and blocks inter-device communications.

**Security**     You are personally responsible for the security of your own devices, files, and personal information while using Snowpine Village WiFi. You should only use SSL protected websites (identified by the prefix “https://” in the URL) when transmitting any private or sensitive data.



## Snowpine Village Wireless Internet

### Snowpine Village WiFi – Network Basics

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#### I. **YOU MUST PROVIDE A WIRELESS-ENABLED DEVICE**

Your computer or other device must be equipped with a standard 802.11 wireless adapter in order to connect to Snowpine Village WiFi. Most current notebook computer, tablets and many other devices come equipped with onboard WiFi, but many desktop computers do not. It is YOUR RESPONSIBILITY to ensure your computer or device is properly equipped with a standard wireless adaptor.

#### II. **Determine the Operating System for your device**

In order to utilize the network connection instructions, you must first determine your device's Operating System (Windows, Mac, iOS, Android). Once you've determined the appropriate Operating System, proceed to that section of the network connection instructions. If you are using Windows, you can find your version by opening the Start Menu, and right-clicking "My Computer"/"Computer. Then, select "Properties" to view your Windows version.

#### III. **Gaming Systems, Televisions, Blu-Ray/DVD Players, eReaders, etc.**

If you are connecting to Snowpine Village WiFi using a device without an inherent web browser, it may be necessary to have your device "whitelisted" in order to bypass any web-based login. If you need to connect such a device, please contact the Epproach Communications help desk at support@epproach.net. You must include your name, unit number (apartment, condo, room, etc.), the SSID of the network, the Wireless Media Access Control (MAC) Address of the device, and a contact number. The help desk will respond by email once the device has been whitelisted.

#### IV. **Passwords and Login Credentials**

**Snowpine Village WiFi** is an open wireless network, with no encryption. The network will appear as "unsecured" on many systems due to the lack of an encryption code. No security key or passwords are required.

#### V. **How to Get Help**

If you need technical assistance related to Snowpine Village WiFi, please contact Epproach Communications in one of the following ways:

By Phone at **(877) 364-5907**      Online at **[www.epproach.net/twcsupport](http://www.epproach.net/twcsupport)**      By e-mail at **[support@epproach.net](mailto:support@epproach.net)**

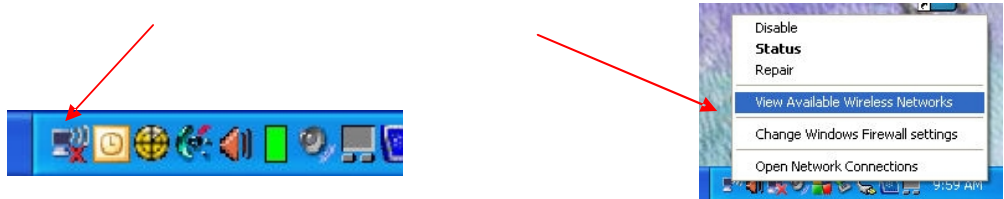
**DO NOT contact the property management, HOA, or Time Warner Cable for technical assistance.**



## Snowpine Village Wireless Internet Windows XP Connection Instructions

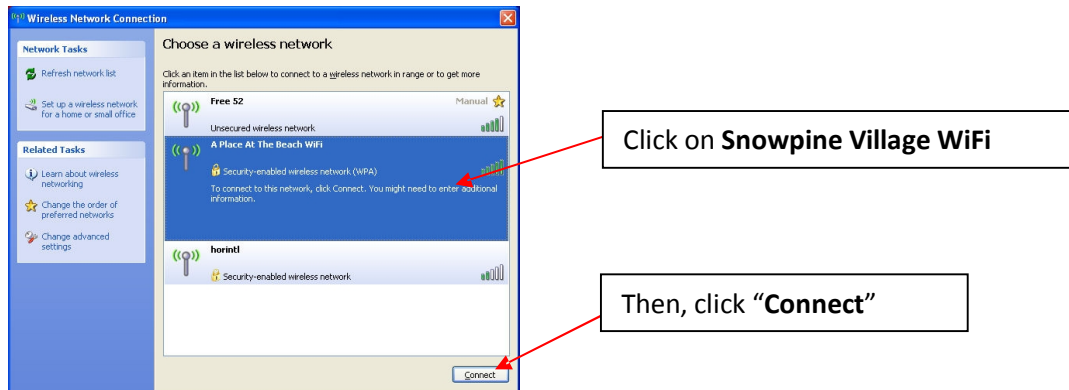
**NOTE:** These instructions apply to the Windows connection utility only. If you use a third-party wireless connection utility (Linksys, Dell, DLink, etc.), please consult the relevant User's Manual.

**Step 1** Locate the wireless connection icon at the bottom right of your screen. Right click on the icon and select **View Available Wireless Networks**.



**Step 2** Find and click on **Snowpine Village WiFi**

When prompted, enter the network **Security Key\*** (See Page 1 in this document). For ease of entry, check Display Characters to view characters/numbers being typed. **Click Connect**



\* **Security Key** is not required until Access Control is activated

**Step 3** Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open your Web Browser (Internet Explorer, Firefox, Chrome, etc.).

### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.



# Snowpine Village Wireless Internet

## Windows Vista Connection Instructions

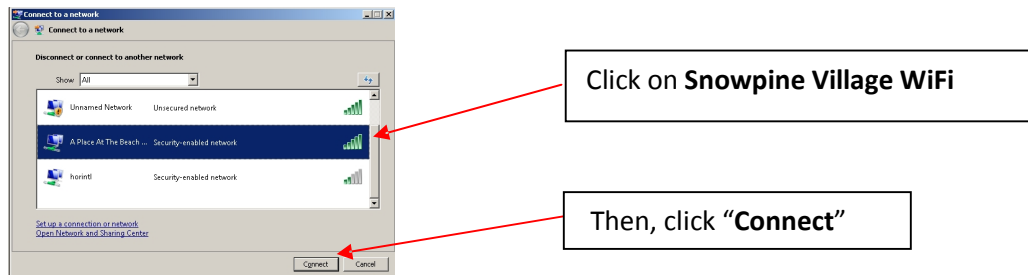
**NOTE:** These instructions apply to the Windows connection utility only. If you use a third-party wireless connection utility (Linksys, Dell, DLink, etc.), please consult your user's manual.

**Step 1** Locate the wireless connection icon at the bottom right of your screen. Left click on the icon and select **Connect to a Network**.



**Step 2** Find and click on **Snowpine Village WiFi**

When prompted, enter the network **Security Key\*** (See Page 1 in this document). For ease of entry, check Display Characters to view characters/numbers being typed. **Click Connect**



\* **Security Key** is not required until Access Control is activated

**Step 3** Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open your Web Browser (Internet Explorer, Firefox, Chrome, etc.).

### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.



## Snowpine Village Wireless Internet

### Windows 7 Connection Instructions

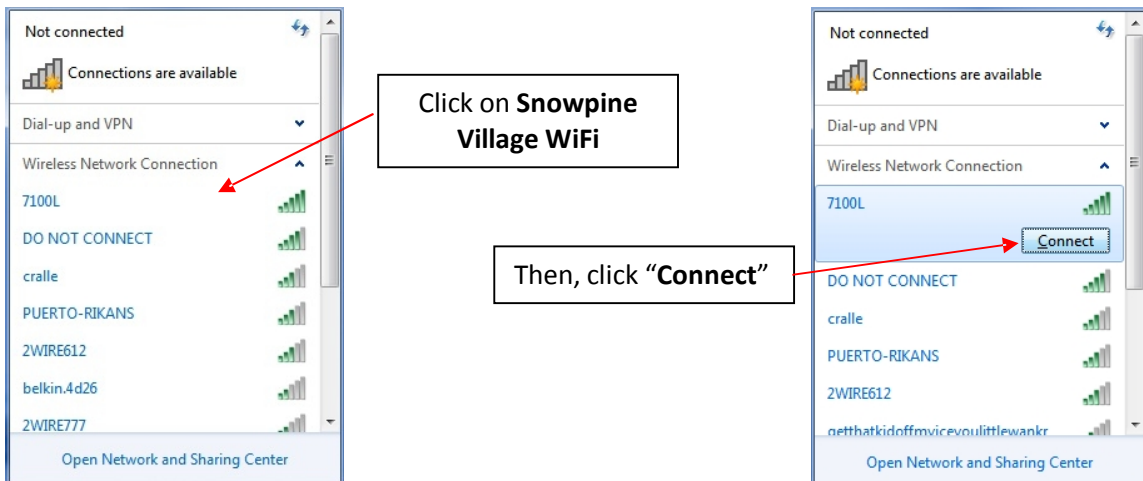
**NOTE:** These instructions apply to the Windows connection utility only. If you use a third-party wireless connection utility (Linksys, Dell, DLink, etc.), please consult your user's manual.

**Step 1** Click the **Wireless Connection Icon** in the tool bar at the bottom right side of your desktop.



**Step 2** Find and click on **Snowpine Village WiFi**

When prompted, enter the network **Security Key \*** (See Page 1 in this document). For ease of entry, check Display Characters to view characters/numbers being typed. **Click Connect**



\* **Security Key** is not required until Access Control is activated

**Step 3** Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open your Web Browser (Internet Explorer, Firefox, Chrome, etc.).

#### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.



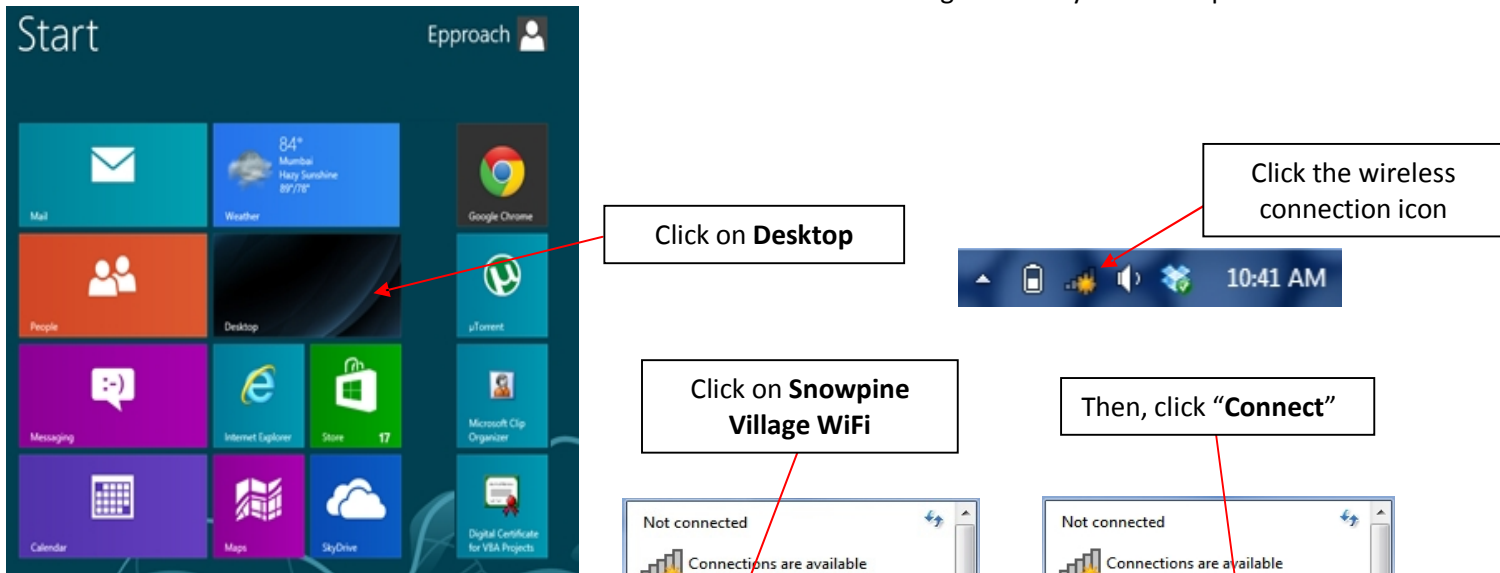


# Snowpine Village Wireless Internet

## Windows 8 Connection Instructions

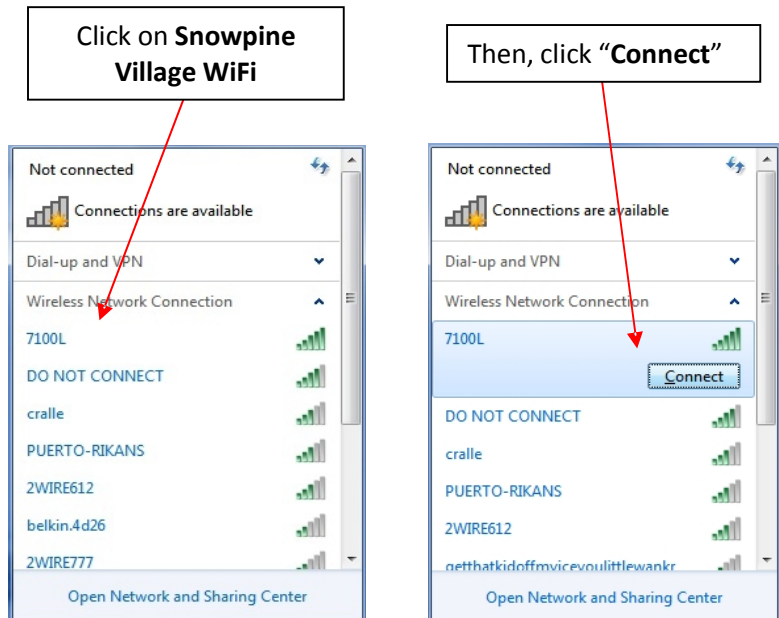
**NOTE:** These instructions apply to the Windows connection utility only. If you use a third-party wireless connection utility (Linksys, Dell, DLink, etc.), please consult your user's manual.

**Step 1** From the start screen, find and click the tile for **"Desktop"**. Then, click the **Wireless Connection Icon** in the tool bar at the bottom right side of your desktop.



**Step 2** Find and click on **Snowpine Village WiFi**

When prompted, enter the network **Security Key\*** (See Page 1 in this document). For ease of entry, check Display Characters to view characters/numbers being typed. **Click Connect**



\* **Security Key** is not required until Access Control is activated

**Step 3** Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open your Web Browser (Internet Explorer, Firefox, Chrome, etc.).

### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.

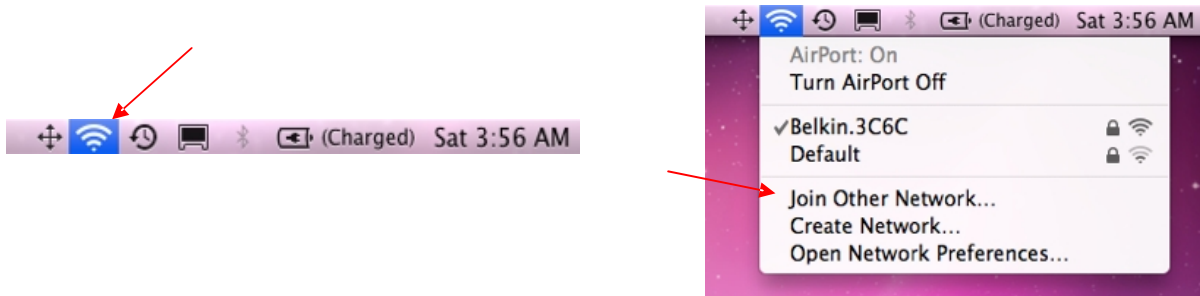




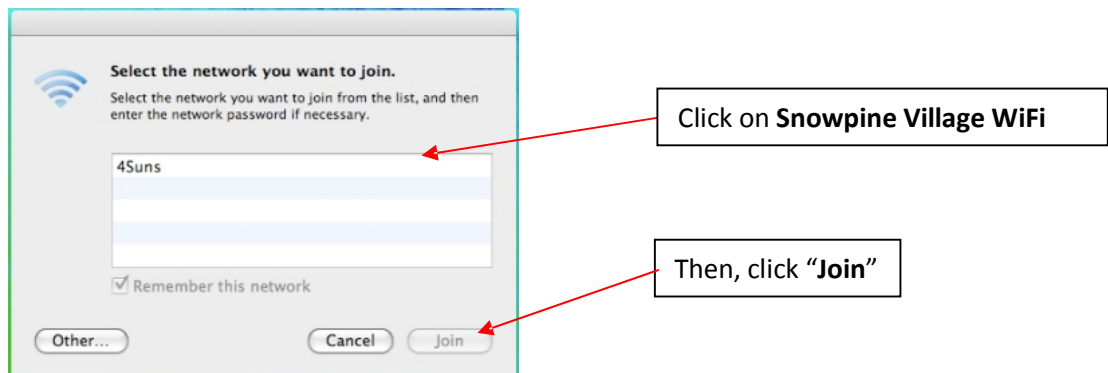
## Snowpine Village Wireless Internet

### Mac OS Connection Instructions

**Step 1** Click the **Airport Icon** in the top right side of your desktop. Then, click **Join Other Network**.



**Step 2** Find and click on **Snowpine Village WiFi**, and then click **Join**.



**Step 3\*** A login window will appear stating it ".....requires a WPA/WPA2 password.....for a WPA/WPA2 network " or "...requires a WEP password" for a WEP network.

Enter the network password and click OK.

\* Step 3 is not required until Access Control is activated

**Step 4** Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open your Web Browser (Safari, Firefox, Chrome, etc.).

#### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.

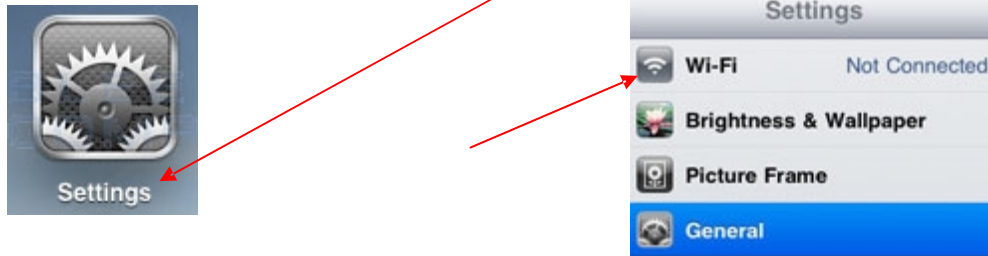


## Snowpine Village Wireless Internet

### iPad/iPhone/iPod Connection Instructions

#### Step 1

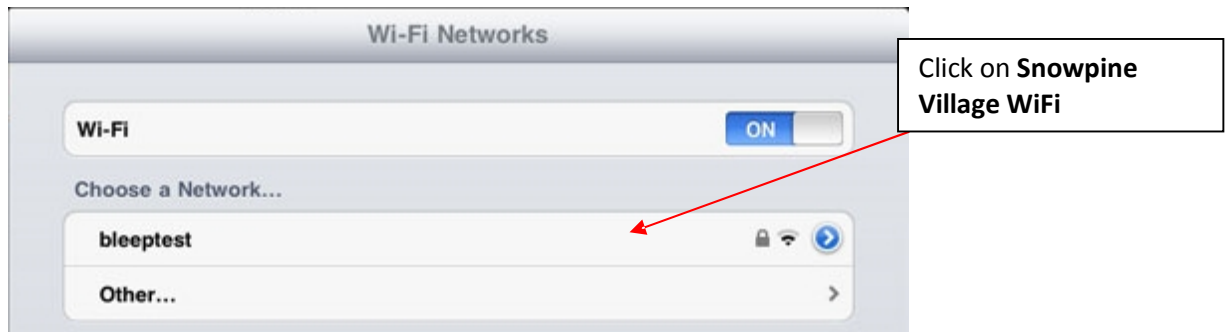
Locate the **Settings** icon on the main menu. Select Settings, and then select **Wi-Fi**.



#### Step 2

The device will now search for available wireless signals. When it has finished, click on **Snowpine Village WiFi**.

When prompted, enter the network **PassPhrase\*** (See Page 1 in this document), then Connect



#### Step 3

Once you have connected to **Snowpine Village WiFi**, please wait until the wireless utility indicates that you are connected. Then, open Safari.

#### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **Snowpine Village WiFi** first.

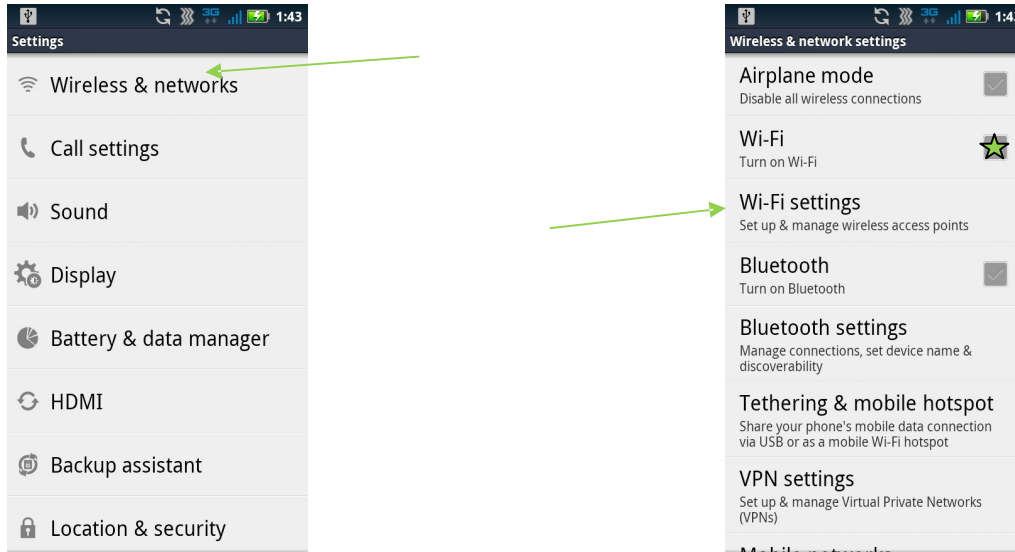


# Snowpine Village Wireless Internet

## Android OS Connection Instructions

### Step 1

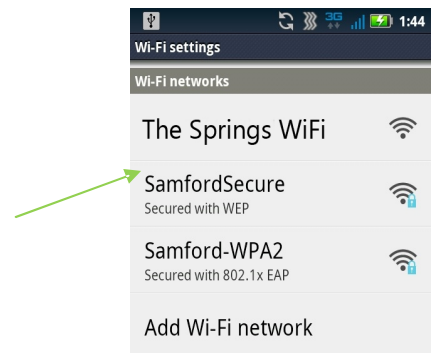
From the home screen of your device, select **Menu**→**Settings**. Under Settings, select **Wireless and Networks**. Touch to turn on WiFi, then, select **Wi-Fi settings**.



### Step 2

The device scans for available Wi-Fi networks and displays the names of those it finds. Select **The Springs WiFi**.

If prompted, enter the required security key\*.



\* Security Key is not required until Access Control is activated.

### Step 3

Once you have connected to **The Springs WiFi**, please wait until the wireless utility indicates that you are connected. Then, continue browsing.

#### IMPORTANT NOTES:

If you are attempting to use an e-mail client or any other application requiring Internet access, you must connect to **The Springs WiFi** first.

